

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In Re Application of:

Parker

Serial No.: 10/735,099

Filed: December 12, 2003

Confirmation No.: 1596

Group Art Unit: 2614

Examiner: Al Aubaidi, Rasha S.

Docket No.: 190250-1710

For: **Workforce Planning System Incorporating Historic Call-Center Related Data**

RESPONSE TO OFFICE ACTION

Mail Stop: AF  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, Virginia 22313-1450

Sir:

The outstanding Final Office Action mailed October 1, 2007 has been carefully considered. In response thereto, please consider the following remarks. Claims 1-36 are now pending in the present application. Reconsideration and allowance of the application and presently pending claims are respectfully requested.